

Civilian Dispatcher for the Borough of Totowa Police Department

The Borough of Totowa is seeking to hire a qualified individual for the full-time position of Civilian Dispatcher for the Borough of Totowa Police Department.

Requirements:

Age: 18 years or older

Citizenship: United States Citizen

Residency: Borough of Totowa

Education: High School Diploma or equivalent

License: Valid New Jersey Driver's License

Key Responsibilities:

- Receiving calls for service; dispatching personnel and equipment; maintaining records; entering data; preparing reports.
- Receives calls for both routine and emergency requests for service; determines level of response required and dispatches appropriate police, fire or medical units;
- Monitors each call unit arrival of emergency personnel and updates responding units as situation changes;
- Speaks to and calms both suicidal and mentally disturbed persons and dispatches emergency units as required.
- Logs all calls for service in department computer and updates information as required; logs dispatch, arrival and finish times of each responding unit;
- Assists field units in investigations by contacting suspects and gathering information requested by officers;
- Makes computer entries into National Crime Information Center computer system regarding stolen vehicles, articles, firearms, securities and wanted persons and verifies validity of entries to other law enforcement agencies;
- Performs criminal history checks and computer lookups of motor vehicle registrations and driver licenses and relays confidential information to authorized personnel;
- Dispatches Animal Control Officer according to established procedures;
- Notifies state, county and borough road departments and public utilities of conditions affecting public safety;

- Maintains computer entry records and emergency contact information for business and municipal personnel;
- Monitors road conditions and notifies state, county and borough officials of road conditions; performs related tasks as required;
- Provide information to the public at headquarters.

Knowledge, Skills and Abilities:

- General knowledge of the methods of operating two-way communications systems; general knowledge of radio code system and teletype procedures;
- General knowledge of the geography of the Borough and location of important buildings;
- Ability to speak distinctly; ability to deal with the public under stressful conditions and remain calm;
- Ability to operate standard office, data entry and computer equipment and communication consoles;
- Ability to establish and maintain effective working relationships with associates and the general public.

Work Environment:

- Shifts: Must be available to work flexible shifts, including nights, weekends and holidays.
- Work week is 40 hours per week
- Salary is \$30.00 per hour
- Benefits are available with this position and include health insurance, paid time off (including vacation, holidays, personal leave, and sick leave) and pension benefits

Contact the Totowa Municipal Clerk's office at 973-956-1000, ext. 1009, for an application.

The deadline for submitting applications will be August 21, 2026

Employment is contingent upon the completion of a satisfactory background check.